KEES BUSINESS SUPPORT HELP DESK ESCALATION GUIDE

In the September 17th Dispatch we provided instructions on how to submit issues to the Help Desk that would assist in the prioritization of tickets. A further review of the process identified additional steps and an expansion on the original instructions. Please find below the escalation steps for reporting incidents to the KEES Business Support Help Desk and how it escalates an existing incident ticket.

STEP 1: If resolution is needed on a case staff should send an email to KEES Business Support Help Desk at KEESBusinessSupportTeam@kees.ks.gov. If staff is aware the case needs escalated at the time the original email is being sent they should indicate this in the subject line of the email. Including one of the priority options in the email subject line is the only way KEES Business Support Help Desk will be able to triage cases that need attention. For escalation staff should include in the email subject line one of options below:

Priority EES Options:	Priority PPS Options:	Priority Family Medical Options:
Buy-In	PPS Urgent Medical	Urgent Medical
HCBS Critical		Pregnant Woman (PW)
Work Critical		Over 45-Days
MFP Critical		
EES Urgent Medical		

If the case needs escalated after the original email has been sent, a second email should be sent to KEESBusinessSupportTeam@kees.ks.gov with one of the priority options along with the with the incident ticket number, if known, in the email subject line. Example: Buy-In INC0123456.

Examples

I. **EES Buy-In:** A client is close to falling off Medicare Buy-In which will result in financial hardship. Email subject line should include: Buy-In.

II. **EES Critical:** HCBS, WORK, and MFP issues should be sent as a priority because services don't start until after Medicaid eligibility is approved. Email subject line should include either: HCBS Critical, WORK Critical, or MFP Critical.

III. **Urgent Medical:** The following issues should be considered urgent: a client cannot fill prescriptions that are needed right away, a client has an urgent medical appointment or planned surgery, or the client cannot access life sustaining treatments, such as dialysis, without Medicaid eligibility showing. Email subject line should include: Urgent Medical.

IV. **PPS Urgent Medical:** A child has a doctor's appointment and the provider won't see them or a pharmacy won't fill a prescription without Medicaid eligibility showing. Email subject line should include: PPS Urgent Medical.

STEP 2: If the issue is still not resolved and continues to escalate call the KEES Business Support Help Desk directly at 1-844-723-5337 (option 2) during the hours of 8:00am – 5:00pm. Share with the Help Desk staff member at the start of the call the KEES incident ticket number and the reason why it is a priority ticket.

STEP 3: If resolution has not been achieved by following steps 1 and 2 and immediate resolution is still necessary the issue should be staffed with a supervisor. When deemed necessary, the supervisor should send an email to both Rachel Katuin at Rachel.Katuin@dcf.ks.gov and Glen Yancey at GYancey@kdheks.gov regarding the issue. Again the priority option and incident ticket number, if known, should be included in the subject line of the email.

Reminders:

- Do not reply to the Help Desk incident status emails coming from IT Service Desk or AFS AMT Support Team, which use the email address of afsitsm@midatl.service-now.com. This mailbox is not monitored and the email will not be forwarded to the Help Desk.
- If EDBC has been run as read only it will NOT authorize the case. In this scenario EDBC should be rerun with type of regular before contacting Help Desk.
- Check MMIS the following business day after eligibility has been processed to ensure all information transferred correctly.

Document Change Log

Date	Version	Author	Change Description
9/29/2015	2.7	KEES Business Support	Initial draft completed.
09/30/2015	2.7.1	KEES Business Support	EES Urgent Medical category added

*Update version/date in document footer.